

GUIDANCE MATERIAL FOR INSPECTORS

SOUTH AFRICAN



***CIVIL AVIATION
AUTHORITY***

Line Station Operations Manual

AIR OPERATOR CERTIFICATION



GUIDANCE MATERIAL FOR CA AOC-028

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3. TERMS AND ABBREVIATIONS:

3.1. Terms

TERM	DEFINITION
Line Station Operations	Are those activities performed by the operator's personnel (or by other personnel for the Operator) to originate, turn around, or terminate flights conducted by the operator
Related reading material.	The CAA (the Authority) publishes Aeronautical Circulars from time to time. These documents provide more complete information on other CAA publications and how they may be obtained. Reference to the SACAA website is also advisable for the gathering of information.
Related regulations.	Civil Aviation Act, Civil Aviation Regulations (CAR) Parts 61, 63, 64, 91, 121, 141, 127, 135.

3.2. Abbreviations:

ABBREVIATION	DESCRIPTION
AC	Aeronautical Circulars
CAA	Civil Aviation Authority
SACAA	South African Civil Aviation Authority
SACAR	South African Civil Aviation Regulations

4. BACKGROUND

- 4.1. The purpose of a line station operations manual is to have policies, procedures, and guidance for use by the personnel who support the operator's flight operations at line stations.
- 4.2. Inspectors must evaluate the operator's Manual to ensure that it includes the necessary information to safely conduct those operations.
- 4.3. The manual must include situations in which the operator maintains line stations as well as situations in which the operator contracts or purchases line station support.
- 4.4. Sometimes this manual material is located throughout various user manuals, such as loading and handling manuals, maintenance manuals, passenger service manuals, facilities and equipment manuals, fuelling manuals, etc.
- 4.5. More often operators will develop a station manual with all the information necessary to safely operate the line station.
- 4.6. An operator may format and organise this type of manual material in a manner which is most consistent and usable for the operator's kind and type of operation.

5. LINE STATION OPERATIONS MANUAL REVIEW

- 5.1. Inspectors must evaluate the applicant's procedures and policies to ensure they include the information to safely operate a line station.
- 5.2. Those procedures and policies should include the use of the following types of facilities and equipment:
 - 5.2.1. Ramp areas including markings, signs, signalling devices, lighting, and blast fences.






- 5.2.2. Ramp facilities and equipment, such as passenger and cargo deplaning and enplaning equipment (towing, refuelling, catering and ground power equipment).
- 5.2.3. Crewmember meeting areas, facilities for crewmember flight planning (Preparation for flight), and post-flight activities.
- 5.2.4. Line station personnel work areas and facilities, communications equipment, and administrative support.

6. CONTENTS

- 6.1. Detailed information that should be addressed in the Line Station Operations Manual.

- 6.1.1. Duties and responsibilities
- 6.1.2. Passenger handling and protection
- 6.1.3. Aircraft Servicing and Ramp Operations
- 6.1.4. Hot and Cold Weather Operations
- 6.1.5. De-icing Procedures
- 6.1.6. Aircraft movement in the ramp area
- 6.1.7. Line Station emergency procedures Contract Services
- 6.1.8. Trip Records
- 6.1.9. Local Conditions at line stations
- 6.1.10. Re-fuelling with Passengers on Board.

7. DOCUMENT AUTHORISATION

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